

# ADULT SERVICES POLICY COUNCIL

Mission Statement: "Working together to meet the health and human service needs of adults and seniors."

Chair: Cindy Marie Absey, 781-5822, [cabsey@co.slo.ca.us](mailto:cabsey@co.slo.ca.us)  
Coordinator: Suzanne Heitzman, 781-1831, [sheitzman@co.slo.ca.us](mailto:sheitzman@co.slo.ca.us)

## **Members**

### **Boards, Commissions and Community Groups**

Adult Abuse Prevention Council  
Commission on Aging  
Drug and Alcohol Advisory Board  
Health Commission  
HIV Prevention, Advocacy and Care Consortium  
Homeless Services Council  
Medical Society of San Luis Obispo  
Mental Health Board  
SLO Supportive Housing Consortium

### **Non-Profit Agencies**

AIDS Support Network  
Area Agency on Aging  
Arroyo Grande Community Hospital  
Community Health Centers  
Economic Opportunity Commission  
French Hospital Medical Center  
Hospice Partners of the Central Coast  
HOTLINE  
Independent Living Resource Center  
Lifesteps Foundation  
LTC Ombudsman  
Senior Nutrition Program  
Senior Peer Counseling  
Senior Volunteer Services  
Transitions/Mental Health Association  
Tri-Counties Regional Center  
United Way of San Luis Obispo

### **Private Organizations**

Bates Care Case Management  
Best Care  
Gentiva Health Care Systems  
Sierra Vista Medical Center  
Twin Cities Community Hospital

### **Public Agencies**

Housing Authority  
IHSS Public Authority  
San Luis County Departments of:  
Behavioral Health / Drug and Alcohol  
Services  
Board of Supervisors  
County Administrative Office  
District Attorney / Victim Witness Assistance  
Center  
Probation  
Public Health, Medical Services & Public  
Guardian  
Sheriff  
Social Services  
Veteran's Services

[www.countyofslo.org/ASPC](http://www.countyofslo.org/ASPC)

DEPARTMENT OF SOCIAL SERVICES  
2975 MCMILLAN ROAD SAN LUIS OBISPO  
SUITE 164 (THE BIG CONFERENCE ROOM)

## **Agenda**

August 5, 2005

9:00 – 11:00 AM

INTRODUCTIONS AND ANNOUNCEMENTS

CORRECTIONS/ADDITIONS TO THE SYNOPSIS

PUBLIC COMMENT—LIMIT TO 5 MINUTES

COMMUNITY HEALTH CLINIC

Operations: Larry Bacus

Contract: Marsha Bollinger

VETERAN'S SERVICE'S BENEFITS-Mike Pipenburg

ADVANCE HEALTH CARE DIRECTIVE-Angie King

SB 1018-FINANCIAL ELDER ABUSE INITIATIVE-Angie King

CARE TAKER ORDINANCE- Betty Woolslayer

STATE ELDER ABUSE TASK FORCE UPDATE-Cindy Marie Absey

**Next meeting is September 9, 2005**

9:00 – 11:00 AM

McMillan Street location

**P.O. Box 8119, San Luis Obispo, CA 93403-8119**

## **SYNOPSIS of August 5, 2005 MEETING**

<b>NAME</b>	<b>AGENCY</b>	<b>Member/ Guest</b>
Cindy Marie Absey	Victim/Witness Assistance, District Attorney's Office	Member
Janet Amanzio	Mental Health Services	Member
Meredith Bates	Bates Care Management	Member
Marsha Bollinger	Public Health Department	Member
Eve Cherry	Economic Opportunity Commission	Member
Rick Cohen	Medical Society of San Luis Obispo	Member
Pam Crabaugh	Tri-Counties Regional Center	Member
John Gannon	Drug & Alcohol Advisory Board	Member
Gary A. Hughes	Mental Health Board	Member
Angie King	Adult Abuse Prevention Council	Member
joyce ellen lippman	Area Agency on Aging	Member
Lidia Arango McCune	Hospice of San Luis Obispo County	Member
Colleen McLean	Commission on Aging	Member
Evan Mendelson	Hotline	Member
Michael Piepenburg	Veterans' Services	Member
Helen Sampson	Linkages Project Manager	Member
Carol Schmidt	Senior Peer Counseling	Member
Karen Stenson	Long Term Care Ombudsman	Member
Ann Travers	Adult Services/ Department of Social Services	Member
Betty Woollayer	IHSS Public Authority	Member

### **Introductions and Announcements**

Lidia Arango McCune: will be representing Hospice of San Luis Obispo County.

The Alzheimers Memory Walk is September 9<sup>th</sup>. Helen Sampson is asking for donations to support the Lifesteps Foundation/Linkages walking team, the "Ugly Step Sisters". Please contact Helen at 549-0150.

The Hotline Bowl-A-Thon will be taking place close to Halloween. The fundraiser will be at four venues. Bowling alleys in Paso Robles, Pismo Beach, Cal Poly and Santa Maria will be participating. Now is the time to begin recruiting team members. Evan Mendelson will be bringing details to future ASPC meetings.

The first annual Suicide Prevention Forum will be Tuesday 9/27 at 7PM at the new County Government Center in the Board of Supervisors Chambers. This is a free event, sponsored by the Area Agency on Aging, Hospice, County Office of Education and the Glendon Association. Free CEU's will be offered. Call 544-2266 for information.

Assemblyman Sam Blakeslee will be sponsoring a Senior Health Fair on 10/29. Please call Meredith Bates for information or if your agency would like to participate, 541-6162.

**Public Comment.** None

**Report on Community Health Centers.** Marsha Bollinger, contract manager for the County, reported on the oversight structure in place. Annual performance measures are developed and written into the contract. 5% of the county funds are reserved until performance measures are met. In 2005/06 CHC met all performance measures. CHC provides monthly and quarterly reports to the county. Marsha visits clinic sites monthly and reviewed performance measures such as staffing ratios, hours of services, services available at the site, complaint process, access to mental health services, etc.

There are regular meeting of representatives of CHC and County Public Health who review any management or access to care problems and develop solutions. Complaint calls have changed over the first year of operation. Initially they were about how to access services, now they tend to be about communication between CHC staff and clients. There is a quality improvement committee that reviews charts, Ombudsman's concerns and certification. An audit of files will be conducted this fiscal year. Jess Montoya, Health Department Director, will be providing a financial analysis of the CHC contract to the Board of Supervisors in September. The County contract with CHC is being amended in August to move funds from pharmacy to clinic services. The total amount of money included in the contract is \$5million. Front office staff is receiving training on customer service and local program eligibility and services. EOC is recruiting a new health Ombudsman.

There has been a delay in opening a clinic in Cambria. The clinic has not received FQHC approval yet. A mobile health van is providing services 20 hours a week.

**Veterans Services.** Mike Piepenburg provided information on how the veterans services works. He provided a detailed written overview of benefits (Please call Suzanne to get a copy). The local Veterans Services office handles approximately 600 cases at any one time. Compensation claims take a minimum of 6 months to be approved – and can take years. Veterans Services is a huge bureaucracy with a long and involved approval process. Each case is different. The best way to start the process is to call Mike or his staff at 781-5766. The local veterans health clinic has 5000 patients and is staffed with one physician and 2 nurses. A new regional health clinic is being constructed in Santa Maria. It will have a staff of 40 medical personnel including psychiatry. Vets needing alcohol or drug detox must arrange to go to Fresno or Palo Alto for residential services. San Luis Obispo County is included in the Los Angeles region which processes 100,000 service claims a year. Mike is seeing the first wave of Iraq veterans.

**Advanced Directive.** Angie King handed out copies of advanced directive form and the HIPPA attachment (please contact Suzanne to get a copy). Her advice is to choose an agent who will follow through with your wishes. Make sure that your doctors can get in touch with your agent at any time. Include cell phone, pagers, and message phone numbers. Update your advanced directive as your life changes. Discussion concerned how to get clients (and our own family members) to have the discussion about the need to have an advanced directive. It is the process of discussing choices and needs that is difficult to begin. Members also discussed how to educate the community on the need to have an advanced health directive. Helen, Karen and Angie will continue discussing community education and will bring an action item to the ASPC if needed.

**Licensing Caregivers.** Betty Woolslayer discussed what the committee has learned. The city of San Luis Obispo Human Relations Committee came to the ASPC with a concern about private caregivers abusing their clients. They provided the committee a copy of a proposed ordinance from the City of San Diego. The committee discussed various options to safeguard county residents who use private caregivers. The committee decided to find out what it would take to put something in place in this county. County counsel has reviewed the proposed ordinance that would require caregivers to get a background check and a business license. The county could approve such as ordinance. Several groups of caregivers would be exempt from the ordinance: caregivers who work in long term care facilities, caregivers that work for in-home assistance agencies and IHSS caregivers. State regulations cover

those populations. The ordinance would only cover private independent contractors. A county ordinance would only cover the unincorporated areas of the county.

Betty and Cindy met with Sheriff Hedges and Lt. Basti because it is the Sheriff's Office that issues business licenses. They discussed how a business license works. The caregiver would pay a fee to have the license produced and a background check conducted. The Sheriff was supportive of the need to license private caregivers. The ASPC committee would need to talk with staff in all the other local cities and get their buy-in. We would also need to educate the community about the need to hire a licensed caregiver. The members discussed the pro and cons of the action. Members saw this as a way to reduce the abuse of seniors and adults with disabilities who depend upon caregivers vs. the possibility that requiring licensing would reduce the number of available caregivers. The committee will continue meeting.

**Aftercare Intervention Program.** Ann Travers and Helen Sampson are working to develop a grant application to resurrect the Program. The members voted to approve the grant application.

The State Elder Abuse Task Force Update was deferred until the September meeting.

**The next meeting is the second Friday in September. September 9<sup>th</sup>. Same time and location.**